

Lead Officer (Members & Civic Services)			
Ref No	XX2371	Type	Individual
Service	Democratic		
Job Family	Professional 2	Grade	FC8

Purpose
To monitor and control service delivery, service improvement and sustainability of Members and Civic Services.
To provide support and advice to Elected Members on all administrative issues relating to their role within Fife Council.
To provide day to day operational management and supervision of the workload of the Members Support Team and the staff supporting the Civic and Lieutenancy offices.
To contribute to the preparation, implementation and review of policy as a key member of the Legal & Democratic Services Management Team.
To contribute, as required, to the delivery of the Electoral Services function and to be responsible for the management of specific areas of the elections process

Task or Responsibility – For this role, there is an expectation that all, or a combination, of the following will be undertaken
<p>Leading the effective delivery and management of the team to ensure that all processes relating to elected members and associated work such as Civic/Lieutenancy events are maximised whilst contributing to maintaining quality in the following areas:</p> <ul style="list-style-type: none"> provision of effective support and administrative advice to elected members, the Provost's and Lieutenancy offices

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Educated to SCQF level 8, which includes an HND or equivalent, or considerable equivalent experience with training in a relevant role	✓	
Supervisory or management experience	✓	
Experience of events organisation or equivalent processes	✓	
	✓	

<ul style="list-style-type: none"> • coordinating training of Members' and Civic support staff • monitoring the Civic budget in relation to expenditure • contributing, as required, to the delivery of electoral events 	<p>Experience in a leadership role (Deliver results – See 'How We Work Matters' Framework)</p> <p>Ability to provide a regular and effective service</p>	<p>✓</p>	
<p>Providing appropriate advice and supporting the service and Senior Management at both a strategic and operational level</p>	<p>Knowledge of strategic issues affecting the Service</p>	<p>✓</p>	
<p>Contributing to the development of strategies and practices which support the Service's aims and values, all in accordance with appropriate policies and guidance; contributing as a member of the Legal & Democratic Services Management Team. Preparing proposals to meet forecast changes in the level or type of service.</p>	<p>Knowledge of local authority context, including statutory framework and governance structures</p> <p>Team working skills (Work together)</p> <p>IT skills (Embrace technology and information)</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Supporting the Head of Legal & Democratic Services to continually review, improve, develop and implement changes to operational processes in line with changing objectives and resources.</p> <p>Supporting the Chief Executive (Clerk to the Lieutenancy) to review, improve, develop and implement changes to operational processes in line with the service of the Lord-Lieutenant of Fife and his Deputys.</p>	<p>Process mapping/process improvement experience</p>	<p>✓</p>	
<p>Identifying and managing a range of improvement projects and activities within areas of service delivery in line with agreed standards and deadlines. Maintaining and updating work and project plans.</p>	<p>Experience in assisting in delivering change</p> <p>Experience of taking a lead role, in the management of any major projects for which the Service is responsible</p>	<p>✓</p> <p>✓</p>	
<p>Assisting the Head of Service in developing and realising the full potential of the service in relation to Members & Civic work through objective setting, performance management and skills development, ensuring high standards of service delivery and effective use of available resources.</p>	<p>Experience of leading a team through period of transformational change</p> <p>Knowledge of resource issues affecting the organisation</p>		<p>✓</p> <p>✓</p>
<p>Providing professional leadership and support to the team and others through:</p>	<p>Experience of managing conflict and challenge from team members</p>		<p>✓</p>

<ul style="list-style-type: none"> • Personal and team development • Mentoring • Coaching • Project work • Training/development of members/civic support staff <p>Fostering knowledge sharing within the team.</p>	<p>Mentoring skills and develop other members of staff</p>	<p>✓</p>	
<p>Revising existing and developing new administrative processes as required to support the delivery of the functions of the legal support team.</p> <p>Information management including managing personal data and dealing with information requests.</p> <p>Responding to the Council's corporate complaints procedure.</p>	<p>Analytical skills (Deliver results) Experience of culture of continuous improvement and commitment to best value Experience of audit/quality control issues Performance management experience Experience of data protection issues Experience of handling information requests Experience of handling customer complaints</p>	<p>✓ ✓</p>	<p>✓ ✓ ✓ ✓ ✓</p>
<p>Representing the service at internal and external meetings and working groups and at meetings with external agencies such as community/voluntary organisations or national bodies.</p>	<p>Experience of partnering internal and external agencies</p> <p>Awareness of strategic and resource issues affecting the service</p> <p>Knowledge of local authority context including statutory framework and governance structures</p>		<p>✓ ✓ ✓</p>
<p>Promoting effective partnerships, working across the service and with partner services and organisations, ensuring a shared understanding and commitment to quality service delivery.</p> <p>To undertake special projects or research, as directed by the Head of Legal & Democratic Services</p>	<p>Networking experience (e.g. Improvement Service)</p> <p>Project management skills</p>	<p>✓</p>	<p>✓</p>
<p>Leading the effective delivery and management of the service at both strategic and operational level by providing professional leadership and support.</p>	<p>Negotiation skills (Focus on customers)</p> <p>Ability to assist leading the service through periods of transformational change</p>		<p>✓ ✓</p>
<p>Implementing effective means of communication with a full range of stakeholders, adopting problem solving skills to facilitate change.</p>	<p>Problem solving skills</p>	<p>✓</p>	

Looking to enhance customer care strategies including developing approaches to consult and engage with service users to ensure their aspirations are being met.	Experience of surveys/other means of establishing customer satisfaction		✓
	Experience of customer engagement and customer care strategies		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D